

CHOICE FINANCE CORPORATION

Service Evaluation

Sorina Negulescu
~~643 Huntington Road~~
 Ellicott City, MD 21042

Loan Officer **Stephen Jacobs**

To continuously provide the highest quality service, Choice Finance Corporation would appreciate your assessment of our performance as well as the performance of the other real estate professionals that assisted during this transaction. We hope that you were completely satisfied with your loan process. Thank you for taking the time to complete this evaluation.

Please circle (E)xcellent, (G)ood, (F)air, (NI)Needs Improvement

1. Loan Officer's Performance

- | | | | | |
|---|-----|---|---|----|
| <input type="checkbox"/> Knowledge of loan programs | (E) | G | F | NI |
| <input type="checkbox"/> Courteous and helpful | (E) | G | F | NI |
| <input type="checkbox"/> Responsive -- prompt return of calls | (E) | G | F | NI |
| <input type="checkbox"/> Explanation of the loan process | (E) | G | F | NI |
| > Application | (E) | G | F | NI |
| > Underwriting | (E) | G | F | NI |
| > Approval | (E) | G | F | NI |
| > Closing | (E) | G | F | NI |
| <input type="checkbox"/> Overall Performance of my Loan Officer | (E) | G | F | NI |

100

2. Appraiser Performance

- | | | | | |
|---|-----|---|---|----|
| <input type="checkbox"/> Courteous and Professional | (E) | G | F | NI |
| <input type="checkbox"/> Promptness | (E) | G | F | NI |

8

3. Closing Agent Performance (if referred by CFC)

- | | | | | |
|---|-----|---|---|----|
| <input type="checkbox"/> Courteous and Professional | (E) | G | F | NI |
| <input type="checkbox"/> Promptness | (E) | G | F | NI |

8

4. Choice Finance Corporation Overall Rating

- | | | | |
|--|-----|-----|----|
| <input type="checkbox"/> I will call CFC FIRST for my next financing transaction | | Yes | No |
| <input type="checkbox"/> I will recommend CFC to my family and friends | | Yes | No |
| <input type="checkbox"/> OVERALL PERFORMANCE OF CHOICE FINANCE CORP | (E) | G | F |

100

How did we do? We would like to hear your thoughts -- please comment:

How did you find us? (i.e. referral, ad, etc.)	<u>Internet</u>
May we use you as a reference?	(Yes) No
May we use your comments in future marketing?	(Yes) No
Would you like a copy of your appraisal?	(Yes) No

 Signature

 Date

CHOICE FINANCE CORPORATION

Service Evaluation

Christa Krukiel
 [REDACTED]
 Montgomery Village, MD 20886

Loan Officer Steve Jacobs

To continuously provide the highest quality service, Choice Finance Corporation would appreciate your assessment of our performance as well as the performance of the other real estate professionals that assisted during this transaction. We hope that you were completely satisfied with your loan process. Thank you for taking the time to complete this evaluation.

Please circle (E)xcellent, (G)ood, (F)air, (NI)Needs Improvement

1 Loan Officer's Performance

- | | | | | |
|---|-----|-----|---|----|
| <input type="checkbox"/> Knowledge of loan programs | (E) | G | F | NI |
| <input type="checkbox"/> Courteous and helpful | (E) | G | F | NI |
| <input type="checkbox"/> Responsive – prompt return of calls | (E) | G | F | NI |
| <input type="checkbox"/> Explanation of the loan process | (E) | G | F | NI |
| > Application | (E) | G | F | NI |
| > Underwriting | (E) | G | F | NI |
| > Approval | (E) | G | F | NI |
| > Closing | E | (G) | F | NI |
| <input type="checkbox"/> Overall Performance of my Loan Officer | (E) | G | F | NI |

2 Appraiser Performance

- | | | | | |
|---|---|-----|---|------|
| <input type="checkbox"/> Courteous and Professional | E | (G) | F | NI |
| <input type="checkbox"/> Promptness | E | G | F | (NI) |

3 Closing Agent Performance (if referred by CFC)

- | | | | | |
|---|-----|---|---|----|
| <input type="checkbox"/> Courteous and Professional | (E) | G | F | NI |
| <input type="checkbox"/> Promptness | (E) | G | F | NI |

4 Choice Finance Corporation Overall Rating

- | | | | | |
|--|-----|---|-------|----|
| <input type="checkbox"/> I will call CFC FIRST for my next financing transaction | | | (Yes) | No |
| <input type="checkbox"/> I will recommend CFC to my family and friends | | | (Yes) | No |
| <input type="checkbox"/> OVERALL PERFORMANCE OF CHOICE FINANCE CORP. | (E) | G | F | NI |

How did we do? We would like to hear your thoughts – please comment:

How did you find us? (i.e. referral, ad, etc.)

- | | | |
|---|-------|----|
| May we use you as a reference? | (Yes) | No |
| May we use your comments in future marketing? | (Yes) | No |
| Would you like a copy of your appraisal? | (Yes) | No |

Signature _____ Date _____

CHOICE FINANCE CORPORATION

Service Evaluation

Esther Musher Loan Officer Steven Jacobs
~~10007 Vantage Circle #7~~
 Rockville, MD 20850

To continuously provide the highest quality service, Choice Finance Corporation would appreciate your assessment of our performance as well as the performance of the other real estate professionals that assisted during this transaction. We hope that you were completely satisfied with your loan process. Thank you for taking the time to complete this evaluation.

Please circle (E)xcellent, (G)ood, (F)air, (NI)Needs Improvement

1 Loan Officer's Performance

- | | | | | |
|---|-----|---|---|----|
| <input type="checkbox"/> Knowledge of loan programs | (E) | G | F | NI |
| <input type="checkbox"/> Courteous and helpful | (E) | G | F | NI |
| <input type="checkbox"/> Responsive – prompt return of calls | (E) | G | F | NI |
| <input type="checkbox"/> Explanation of the loan process | (E) | G | F | NI |
| > Application | (E) | G | F | NI |
| > Underwriting | (E) | G | F | NI |
| > Approval | (E) | G | F | NI |
| > Closing | (E) | G | F | NI |
| <input type="checkbox"/> Overall Performance of my Loan Officer | (E) | G | F | NI |

2 Appraiser Performance

- | | | | | |
|---|-----|---|---|----|
| <input type="checkbox"/> Courteous and Professional | (E) | G | F | NI |
| <input type="checkbox"/> Promptness | E | G | F | NI |

3 Closing Agent Performance (if referred by CFC)

- | | | | | |
|---|-----|---|---|----|
| <input type="checkbox"/> Courteous and Professional | (E) | G | F | NI |
| <input type="checkbox"/> Promptness | (E) | G | F | NI |

4 Choice Finance Corporation Overall Rating

- | | | | |
|--|-----|-------|-----------|
| <input type="checkbox"/> I will call CFC FIRST for my next financing transaction | | (Yes) | No |
| <input type="checkbox"/> I will recommend CFC to my family and friends | | (Yes) | No |
| <input type="checkbox"/> OVERALL PERFORMANCE OF CHOICE FINANCE CORP. | (E) | G | F NI |

How did we do? We would like to hear your thoughts – please comment:

Wonderful!
 I felt like the loan officer
 cared about me

How did you find us? (i.e. referral, ad, etc.)

- | | | |
|---|-------|----|
| May we use you as a reference? | (Yes) | No |
| May we use your comments in future marketing? | (Yes) | No |
| Would you like a copy of your appraisal? | (Yes) | No |

Signature Esther Musher Date 10-1-10

CHOICE FINANCE CORPORATION

Service Evaluation

Virginia Verdi
 [Redacted]
 Bethesda, MD 20817

Loan Officer Steven Jacobs

To continuously provide the highest quality service, Choice Finance Corporation would appreciate your assessment of our performance as well as the performance of the other real estate professionals that assisted during this transaction. We hope that you were completely satisfied with your loan process. Thank you for taking the time to complete this evaluation.

Please circle (E)xcellent, (G)ood, (F)air, (NI)Needs Improvement

1 Loan Officer's Performance

- | | | | | |
|---|------------------------------------|---|---|----|
| <input type="checkbox"/> Knowledge of loan programs | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Courteous and helpful | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Responsive – prompt return of calls | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Explanation of the loan process | <input checked="" type="radio"/> E | G | F | NI |
| > Application | <input checked="" type="radio"/> E | G | F | NI |
| > Underwriting | <input checked="" type="radio"/> E | G | F | NI |
| > Approval | <input checked="" type="radio"/> E | G | F | NI |
| > Closing | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Overall Performance of my Loan Officer | <input checked="" type="radio"/> E | G | F | NI |

100

2 Appraiser Performance

- | | | | | |
|---|------------------------------------|---|---|----|
| <input type="checkbox"/> Courteous and Professional | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Promptness | <input checked="" type="radio"/> E | G | F | NI |

8

3 Closing Agent Performance (if referred by CFC)

- | | | | | |
|---|------------------------------------|---|---|----|
| <input type="checkbox"/> Courteous and Professional | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Promptness | <input checked="" type="radio"/> E | G | F | NI |

8

4 Choice Finance Corporation Overall Rating

- | | | | |
|--|------------------------------------|--------------------------------------|------|
| <input type="checkbox"/> I will call CFC FIRSI for my next financing transaction | | <input checked="" type="radio"/> Yes | No |
| <input type="checkbox"/> I will recommend CFC to my family and friends | | <input checked="" type="radio"/> Yes | No |
| <input type="checkbox"/> OVERALL PERFORMANCE OF CHOICE FINANCE CORP. | <input checked="" type="radio"/> E | G | F NI |

100

How did we do? We would like to hear your thoughts – please comment:

How did you find us? (i.e. referral, ad, etc.)

- | | | |
|---|--------------------------------------|----|
| May we use you as a reference? | <input checked="" type="radio"/> Yes | No |
| May we use your comments in future marketing? | <input checked="" type="radio"/> Yes | No |
| Would you like a copy of your appraisal? | <input checked="" type="radio"/> Yes | No |

Signature [Redacted] Date [Redacted]

CHOICE FINANCE CORPORATION

Service Evaluation

Joshua + Andrea Liu
~~7201 [redacted]~~
McLean, VA 22102

Loan Officer Steve Jacobs

To continuously provide the highest quality service, Choice Finance Corporation would appreciate your assessment of our performance as well as the performance of the other real estate professionals that assisted during this transaction. We hope that you were completely satisfied with your loan process. Thank you for taking the time to complete this evaluation.

Please circle (E)xcellent, (G)ood, (F)air, (NI)Needs Improvement

1. Loan Officer's Performance

- | | | | | |
|---|---|---|---|----|
| <input type="checkbox"/> Knowledge of loan programs | Ⓔ | G | F | NI |
| <input type="checkbox"/> Courteous and helpful | Ⓔ | G | F | NI |
| <input type="checkbox"/> Responsive – prompt return of calls | Ⓔ | G | F | NI |
| <input type="checkbox"/> Explanation of the loan process | Ⓔ | G | F | NI |
| > Application | Ⓔ | G | F | NI |
| > Underwriting | Ⓔ | G | F | NI |
| > Approval | Ⓔ | G | F | NI |
| > Closing | Ⓔ | G | F | NI |
| <input type="checkbox"/> Overall Performance of my Loan Officer | Ⓔ | G | F | NI |

2. Appraiser Performance

- | | | | | |
|---|---|---|---|----|
| <input type="checkbox"/> Courteous and Professional | E | G | F | NI |
| <input type="checkbox"/> Promptness | E | G | F | NI |

3. Closing Agent Performance (if referred by CFC)

- | | | | | |
|---|---|---|---|----|
| <input type="checkbox"/> Courteous and Professional | E | G | F | NI |
| <input type="checkbox"/> Promptness | E | G | F | NI |

4. Choice Finance Corporation Overall Rating

- | | | | | |
|--|-----|----|---|----|
| <input type="checkbox"/> I will call CFC FIRST for my next financing transaction | Yes | No | | |
| <input type="checkbox"/> I will recommend CFC to my family and friends | Yes | No | | |
| <input type="checkbox"/> OVERALL PERFORMANCE OF CHOICE FINANCE CORP. | Ⓔ | G | F | NI |

How did we do? We would like to hear your thoughts – please comment:

How did you find us? (i.e. referral, ad, etc.)

Referral

- | | | |
|---|-----|----|
| May we use you as a reference? | Yes | No |
| May we use your comments in future marketing? | Yes | No |
| Would you like a copy of your appraisal? | Yes | No |

Signature

Date

CHOICE FINANCE CORPORATION

Service Evaluation

Norman & Terry Saari
~~████████████████████~~
Rockville, MD 20852

Loan Officer Steve Jacobs

To continuously provide the highest quality service, Choice Finance Corporation would appreciate your assessment of our performance as well as the performance of the other real estate professionals that assisted during this transaction. We hope that you were completely satisfied with your loan process. Thank you for taking the time to complete this evaluation.

Please circle (E)xcellent, (G)ood, (F)air, (NI)Needs Improvement

1. Loan Officer's Performance

- | | | | | |
|---|------------------------------------|---|---|----|
| <input type="checkbox"/> Knowledge of loan programs | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Courteous and helpful | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Responsive – prompt return of calls | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Explanation of the loan process | <input checked="" type="radio"/> E | G | F | NI |
| > Application | <input checked="" type="radio"/> E | G | F | NI |
| > Underwriting | <input checked="" type="radio"/> E | G | F | NI |
| > Approval | <input checked="" type="radio"/> E | G | F | NI |
| > Closing | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Overall Performance of my Loan Officer | <input checked="" type="radio"/> E | G | F | NI |

2. Appraiser Performance

- | | | | | |
|---|------------------------------------|------------------------------------|---|----|
| <input type="checkbox"/> Courteous and Professional | <input type="radio"/> E | <input checked="" type="radio"/> G | F | NI |
| <input type="checkbox"/> Promptness | <input checked="" type="radio"/> E | G | F | NI |

3. Closing Agent Performance (if referred by CFC)

- | | | | | |
|---|------------------------------------|---|---|----|
| <input type="checkbox"/> Courteous and Professional | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Promptness | <input checked="" type="radio"/> E | G | F | NI |

4. Choice Finance Corporation Overall Rating

- | | | | | |
|--|------------------------------------|---|--------------------------------------|----|
| <input type="checkbox"/> I will call CFC FIRST for my next financing transaction | | | <input checked="" type="radio"/> Yes | No |
| <input type="checkbox"/> I will recommend CFC to my family and friends | | | <input checked="" type="radio"/> Yes | No |
| <input type="checkbox"/> OVERALL PERFORMANCE OF CHOICE FINANCE CORP. | <input checked="" type="radio"/> E | G | F | NI |

How did we do? We would like to hear your thoughts – please comment:

GREAT ESPECIALLY HAVING MR. JACOBS IN TEAM
US, ALTHOUGH AN EXCELLENT INTEREST RATE
BECAME AVAILABLE AFTER OUR INITIAL
DISCUSSION

How did you find us? (i.e. referral, ad, etc.) REFUTOR

- | | | |
|---|--------------------------------------|-------------------------------------|
| May we use you as a reference? | <input checked="" type="radio"/> Yes | No |
| May we use your comments in future marketing? | <input checked="" type="radio"/> Yes | No |
| Would you like a copy of your appraisal? | Yes | <input checked="" type="radio"/> No |

████████████████████ ████████████████████
 Signature Date

CHOICE FINANCE CORPORATION

Service Evaluation

The Tait's
~~_____~~
Hanover, Md 21076

Loan Officer Steve Jacobs

To continuously provide the highest quality service, Choice Finance Corporation would appreciate your assessment of our performance as well as the performance of the other real estate professionals that assisted during this transaction. We hope that you were completely satisfied with your loan process. Thank you for taking the time to complete this evaluation.

Please circle (E)xcellent, (G)ood, (F)air, (NI)Needs Improvement

1. Loan Officer's Performance

- | | | | | |
|---|-----|---|---|----|
| <input type="checkbox"/> Knowledge of loan programs | (E) | G | F | NI |
| <input type="checkbox"/> Courteous and helpful | (E) | G | F | NI |
| <input type="checkbox"/> Responsive – prompt return of calls | (E) | G | F | NI |
| <input type="checkbox"/> Explanation of the loan process | (E) | G | F | NI |
| > Application | (E) | G | F | NI |
| > Underwriting | (E) | G | F | NI |
| > Approval | (E) | G | F | NI |
| > Closing | (E) | G | F | NI |
| <input type="checkbox"/> Overall Performance of my Loan Officer | (E) | G | F | NI |

2. Appraiser Performance

- | | | | | |
|---|-----|---|-----|----|
| <input type="checkbox"/> Courteous and Professional | (E) | G | F | NI |
| <input type="checkbox"/> Promptness | E | G | (F) | NI |

3. Closing Agent Performance (if referred by CFC)

- | | | | | |
|---|-----|---|---|----|
| <input type="checkbox"/> Courteous and Professional | (E) | G | F | NI |
| <input type="checkbox"/> Promptness | (E) | G | F | NI |

4. Choice Finance Corporation Overall Rating

- | | | | | |
|--|-----|---|-------|----|
| <input type="checkbox"/> I will call CFC FIRST for my next financing transaction | | | (Yes) | No |
| <input type="checkbox"/> I will recommend CFC to my family and friends | | | (Yes) | No |
| <input type="checkbox"/> OVERALL PERFORMANCE OF CHOICE FINANCE CORP. | (E) | G | F | NI |

How did we do? We would like to hear your thoughts – please comment:

- How did you find us? (i.e. referral, ad, etc.)
 May we use you as a reference?
 May we use your comments in future marketing?
 Would you like a copy of your appraisal?

Winnie Verdi (Waichert)
 (Yes) No
 (Yes) No
 (Yes) No

~~_____~~ Signature ~~_____~~ Date

CHOICE FINANCE CORPORATION

Service Evaluation

George Y Chang
~~_____~~
Rockville, Md 20855

Loan Officer Steve Jacobs

To continuously provide the highest quality service, Choice Finance Corporation would appreciate your assessment of our performance as well as the performance of the other real estate professionals that assisted during this transaction. We hope that you were completely satisfied with your loan process. Thank you for taking the time to complete this evaluation.

Please circle (E)xcellent, (G)ood, (F)air, (NI)Needs Improvement

1. Loan Officer's Performance

- | | | | | |
|---|---|---|---|----|
| <input type="checkbox"/> Knowledge of loan programs | E | G | F | NI |
| <input type="checkbox"/> Courteous and helpful | E | G | F | NI |
| <input type="checkbox"/> Responsive – prompt return of calls | E | G | F | NI |
| <input type="checkbox"/> Explanation of the loan process | E | G | F | NI |
| > Application | E | G | F | NI |
| > Underwriting | E | G | F | NI |
| > Approval | E | G | F | NI |
| > Closing | E | G | F | NI |
| <input type="checkbox"/> Overall Performance of my Loan Officer | E | G | F | NI |

2. Appraiser Performance

- | | | | | |
|---|---|---|---|----|
| <input type="checkbox"/> Courteous and Professional | E | G | F | NI |
| <input type="checkbox"/> Promptness | E | G | F | NI |

3. Closing Agent Performance (if referred by CFC)

- | | | | | |
|---|---|---|---|----|
| <input type="checkbox"/> Courteous and Professional | E | G | F | NI |
| <input type="checkbox"/> Promptness | E | G | F | NI |

4. Choice Finance Corporation Overall Rating

- | | | | | |
|--|---|-----|----|----|
| <input type="checkbox"/> I will call CFC FIRSI for my next financing transaction | | Yes | No | |
| <input type="checkbox"/> I will recommend CFC to my family and friends | | Yes | No | |
| <input type="checkbox"/> OVERALL PERFORMANCE OF CHOICE FINANCE CORP. | E | G | F | NI |

How did we do? We would like to hear your thoughts – please comment:

I know Steve many years and he has done many refi for me. He is very good at what he doing

How did you find us? (i.e. referral, ad, etc.)

I knew Steve Jacobs

May we use you as a reference?

Yes No

May we use your comments in future marketing?

Yes No

Would you like a copy of your appraisal?

Yes No

~~_____~~ Signature ~~_____~~ Date

CHOICE FINANCE CORPORATION

Service Evaluation

Christianson/Doe

Loan Officer Steve Jacobs

Olney Maryland 20832

To continuously provide the highest quality service, Choice Finance Corporation would appreciate your assessment of our performance as well as the performance of the other real estate professionals that assisted during this transaction. We hope that you were completely satisfied with your loan process. Thank you for taking the time to complete this evaluation.

Please circle (E)xcellent, (G)ood, (F)air, (NI)Needs Improvement

1 Loan Officer's Performance

- | | | | | |
|---|-----|---|---|----|
| <input type="checkbox"/> Knowledge of loan programs | (E) | G | F | NI |
| <input type="checkbox"/> Courteous and helpful | (E) | G | F | NI |
| <input type="checkbox"/> Responsive – prompt return of calls | (E) | G | F | NI |
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| > Application | (E) | G | F | NI |
| > Underwriting | (E) | G | F | NI |
| > Approval | (E) | G | F | NI |
| > Closing | (E) | G | F | NI |
| <input type="checkbox"/> Overall Performance of my Loan Officer | (E) | G | F | NI |

2 Appraiser Performance

- | | | | | |
|---|---|-----|---|----|
| <input type="checkbox"/> Courteous and Professional | E | (G) | F | NI |
| <input type="checkbox"/> Promptness | E | (G) | F | NI |

3. Closing Agent Performance (if referred by CFC)

- | | | | | |
|---|-----|---|---|----|
| <input type="checkbox"/> Courteous and Professional | (E) | G | F | NI |
| <input type="checkbox"/> Promptness | (E) | G | F | NI |

4. Choice Finance Corporation Overall Rating

- | | | | | |
|--|-----|---|-------|----|
| <input type="checkbox"/> I will call CFC FIRST for my next financing transaction | | | (Yes) | No |
| <input type="checkbox"/> I will recommend CFC to my family and friends | | | (Yes) | No |
| <input type="checkbox"/> OVERALL PERFORMANCE OF CHOICE FINANCE CORP | (E) | G | F | NI |

How did we do? We would like to hear your thoughts – please comment:

We were so pleased with Steve Jacobs performance when we first bought the house that he was all we considered for our reference.

How did you find us? (i.e. referral, ad, etc.)

REFERRAL

May we use you as a reference?

(Yes) No

May we use your comments in future marketing?

(Yes) No

Would you like a copy of your appraisal?

(Yes) No

Signature

Date

CHOICE FINANCE CORPORATION

Service Evaluation

[REDACTED]
[REDACTED]
[REDACTED]

Loan Officer Steve Jacobs

To continuously provide the highest quality service, Choice Finance Corporation would appreciate your assessment of our performance as well as the performance of the other real estate professionals that assisted during this transaction. We hope that you were completely satisfied with your loan process. Thank you for taking the time to complete this evaluation

Please circle (E)xcellent, (G)ood, (F)air, (NI)Needs Improvement

1 Loan Officer's Performance

- | | | | | |
|---|------------------------------------|------------------------------------|---|----|
| <input type="checkbox"/> Knowledge of loan programs | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Courteous and helpful | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Responsive - prompt return of calls | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Explanation of the loan process | E | <input checked="" type="radio"/> G | F | NI |
| > Application | E | <input checked="" type="radio"/> G | F | NI |
| > Underwriting | E | <input checked="" type="radio"/> G | F | NI |
| > Approval | E | <input checked="" type="radio"/> G | F | NI |
| > Closing | E | <input checked="" type="radio"/> G | F | NI |
| <input type="checkbox"/> Overall Performance of my Loan Officer | <input checked="" type="radio"/> E | G | F | NI |

2 Appraiser Performance

- | | | | | |
|---|---|------------------------------------|---|----|
| <input type="checkbox"/> Courteous and Professional | E | <input checked="" type="radio"/> G | F | NI |
| <input type="checkbox"/> Promptness | E | <input checked="" type="radio"/> G | F | NI |

3 Closing Agent Performance (if referred by CFC)

- | | | | | |
|---|---|------------------------------------|---|----|
| <input type="checkbox"/> Courteous and Professional | E | <input checked="" type="radio"/> G | F | NI |
| <input type="checkbox"/> Promptness | E | <input checked="" type="radio"/> G | F | NI |

4 Choice Finance Corporation Overall Rating

- | | | | |
|--|---|--------------------------------------|------|
| <input type="checkbox"/> I will call CFC FIRSI for my next financing transaction | | <input checked="" type="radio"/> Yes | No |
| <input type="checkbox"/> I will recommend CFC to my family and friends | | <input checked="" type="radio"/> Yes | No |
| <input type="checkbox"/> OVERALL PERFORMANCE OF CHOICE FINANCE CORP. | E | <input checked="" type="radio"/> G | F NI |

How did we do? We would like to hear your thoughts - please comment:

We got an excellent loan officer -
Steve Jacobs.
Appreciate his help!
Thank, Steve!

How did you find us? (i.e. referral, ad, etc.)

friend referral

May we use you as a reference?

Yes No

May we use your comments in future marketing?

Yes No

Would you like a copy of your appraisal?

Yes No

[REDACTED]

Signature

[REDACTED]

Date

CHOICE FINANCE CORPORATION

Service Evaluation

Eduardo Fernandez
[Redacted]
Silver Spring, Md 20906

Loan Officer Steve Jacobs

To continuously provide the highest quality service, Choice Finance Corporation would appreciate your assessment of our performance as well as the performance of the other real estate professionals that assisted during this transaction. We hope that you were completely satisfied with your loan process. Thank you for taking the time to complete this evaluation.

Please circle (E)xcellent, (G)ood, (F)air, (NI)Needs Improvement

1. Loan Officer's Performance

- | | | | | |
|---|----------|----------|---|----|
| <input type="checkbox"/> Knowledge of loan programs | <u>E</u> | G | F | NI |
| <input type="checkbox"/> Courteous and helpful | <u>E</u> | <u>G</u> | F | NI |
| <input type="checkbox"/> Responsive – prompt return of calls | <u>E</u> | <u>G</u> | F | NI |
| <input type="checkbox"/> Explanation of the loan process | <u>E</u> | <u>G</u> | F | NI |
| > Application | <u>E</u> | G | F | NI |
| > Underwriting | <u>E</u> | <u>G</u> | F | NI |
| > Approval | <u>E</u> | <u>G</u> | F | NI |
| > Closing | <u>E</u> | <u>G</u> | F | NI |
| <input type="checkbox"/> Overall Performance of my Loan Officer | <u>E</u> | G | F | NI |

2. Appraiser Performance

- | | | | | |
|---|---|----------|---|----|
| <input type="checkbox"/> Courteous and Professional | E | <u>G</u> | F | NI |
| <input type="checkbox"/> Promptness | E | <u>G</u> | F | NI |

3. Closing Agent Performance (if referred by CFC)

- | | | | | |
|---|----------|---|---|----|
| <input type="checkbox"/> Courteous and Professional | <u>E</u> | G | F | NI |
| <input type="checkbox"/> Promptness | <u>E</u> | G | F | NI |

4. Choice Finance Corporation Overall Rating

- | | | | | |
|--|----------|---|------------|----|
| <input type="checkbox"/> I will call CFC FIRSI for my next financing transaction | | | <u>Yes</u> | No |
| <input type="checkbox"/> I will recommend CFC to my family and friends | | | <u>Yes</u> | No |
| <input type="checkbox"/> OVERALL PERFORMANCE OF CHOICE FINANCE CORP. | <u>E</u> | G | F | NI |

How did we do? We would like to hear your thoughts – please comment:

Great job! Thank!

How did you find us? (i.e. referral, ad, etc.)

- | | | |
|---|------------|----|
| May we use you as a reference? | <u>Yes</u> | No |
| May we use your comments in future marketing? | <u>Yes</u> | No |
| Would you like a copy of your appraisal? | <u>Yes</u> | No |

Signature [Redacted] Date [Redacted]

CHOICE FINANCE CORPORATION

Service Evaluation

~~XXXXXXXXXXXXXXXXXXXX~~
~~XXXXXXXXXXXXXXXXXXXX~~
~~XXXXXXXXXXXXXXXXXXXX~~

Loan Officer Steve Jacobs

To continuously provide the highest quality service, Choice Finance Corporation would appreciate your assessment of our performance as well as the performance of the other real estate professionals that assisted during this transaction. We hope that you were completely satisfied with your loan process. Thank you for taking the time to complete this evaluation.

Please circle (E)xcellent, (G)ood, (F)air, (NI)Needs Improvement

1. *Loan Officer's Performance*

- | | | | | |
|---|------------------------------------|---|---|----|
| <input type="checkbox"/> Knowledge of loan programs | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Courteous and helpful | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Responsive - prompt return of calls | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Explanation of the loan process | <input checked="" type="radio"/> E | G | F | NI |
| > Application | <input checked="" type="radio"/> E | G | F | NI |
| > Underwriting | <input checked="" type="radio"/> E | G | F | NI |
| > Approval | <input checked="" type="radio"/> E | G | F | NI |
| > Closing | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Overall Performance of my Loan Officer | <input checked="" type="radio"/> E | G | F | NI |

2. *Appraiser Performance*

- | | | | | |
|---|------------------------------------|---|---|----|
| <input type="checkbox"/> Courteous and Professional | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Promptness | <input checked="" type="radio"/> E | G | F | NI |

3. *Closing Agent Performance (if referred by CFC)*

- | | | | | |
|---|------------------------------------|---|---|----|
| <input type="checkbox"/> Courteous and Professional | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Promptness | <input checked="" type="radio"/> E | G | F | NI |

4. *Choice Finance Corporation Overall Rating*

- | | | | | |
|--|------------------------------------|---|--------------------------------------|----|
| <input type="checkbox"/> I will call CFC FIRST for my next financing transaction | | | <input checked="" type="radio"/> Yes | No |
| <input type="checkbox"/> I will recommend CFC to my family and friends | | | <input checked="" type="radio"/> Yes | No |
| <input type="checkbox"/> OVERALL PERFORMANCE OF CHOICE FINANCE CORP. | <input checked="" type="radio"/> E | G | F | NI |

How did we do? We would like to hear your thoughts - please comment:

How did you find us? (i.e. referral, ad, etc.)

- May we use you as a reference?
 May we use your comments in future marketing?
 Would you like a copy of your appraisal?

- | | |
|--------------------------------------|-------------------------------------|
| Yes | <input checked="" type="radio"/> No |
| <input checked="" type="radio"/> Yes | No - no call |
| <input checked="" type="radio"/> Yes | No |

~~XXXXXXXXXXXXXXXXXXXX~~
 Signature

~~XXXXXXXXXXXX~~
 Date

CHOICE FINANCE CORPORATION

Service Evaluation

Sorina P. Neagulescu
~~21042~~
Ellicott City, Md 21042

Loan Officer Steve Jacob

To continuously provide the highest quality service, Choice Finance Corporation would appreciate your assessment of our performance as well as the performance of the other real estate professionals that assisted during this transaction. We hope that you were completely satisfied with your loan process. Thank you for taking the time to complete this evaluation.

Please circle (E)xcellent, (G)ood, (F)air, (NI)Needs Improvement

1 Loan Officer's Performance

- | | | | | |
|---|------------------------------------|---|---|----|
| <input type="checkbox"/> Knowledge of loan programs | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Courteous and helpful | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Responsive – prompt return of calls | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Explanation of the loan process | <input checked="" type="radio"/> E | G | F | NI |
| > Application | <input checked="" type="radio"/> E | G | F | NI |
| > Underwriting | <input checked="" type="radio"/> E | G | F | NI |
| > Approval | <input checked="" type="radio"/> E | G | F | NI |
| > Closing | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Overall Performance of my Loan Officer | <input checked="" type="radio"/> E | G | F | NI |

2 Appraiser Performance

- | | | | | |
|---|------------------------------------|---|---|----|
| <input type="checkbox"/> Courteous and Professional | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Promptness | <input checked="" type="radio"/> E | G | F | NI |

3 Closing Agent Performance (if referred by CFC)

- | | | | | |
|---|------------------------------------|---|---|----|
| <input type="checkbox"/> Courteous and Professional | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Promptness | <input checked="" type="radio"/> E | G | F | NI |

4 Choice Finance Corporation Overall Rating

- | | | | | |
|--|------------------------------------|--------------------------------------|----|----|
| <input type="checkbox"/> I will call CFC FIRST for my next financing transaction | | <input checked="" type="radio"/> Yes | No | |
| <input type="checkbox"/> I will recommend CFC to my family and friends | | <input checked="" type="radio"/> Yes | No | |
| <input type="checkbox"/> OVERALL PERFORMANCE OF CHOICE FINANCE CORP. | <input checked="" type="radio"/> E | G | F | NI |

How did we do? We would like to hear your thoughts – please comment:

Steve made the loan process easy. Thank you.

How did you find us? (i.e. referral, ad, etc.)

- | | | |
|---|--------------------------------------|----|
| May we use you as a reference? | <input checked="" type="radio"/> Yes | No |
| May we use your comments in future marketing? | <input checked="" type="radio"/> Yes | No |
| Would you like a copy of your appraisal? | <input checked="" type="radio"/> Yes | No |

e Realty.com

Signature [Redacted]

Date [Redacted]

CHOICE FINANCE CORPORATION

Service Evaluation

Ms. Yimswan
~~_____~~
Columbia, Md 21045

Loan Officer Steve Jacobs

To continuously provide the highest quality service, Choice Finance Corporation would appreciate your assessment of our performance as well as the performance of the other real estate professionals that assisted during this transaction. We hope that you were completely satisfied with your loan process. Thank you for taking the time to complete this evaluation

Please circle (E)xcellent, (G)ood, (F)air, (NI)Needs Improvement

1 Loan Officer's Performance

- | | | | | |
|---|------------------------------------|---|---|----|
| <input type="checkbox"/> Knowledge of loan programs | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Courteous and helpful | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Responsive - prompt return of calls | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Explanation of the loan process | <input checked="" type="radio"/> E | G | F | NI |
| | | | | |
| > Application | <input checked="" type="radio"/> E | G | F | NI |
| > Underwriting | <input checked="" type="radio"/> E | G | F | NI |
| > Approval | <input checked="" type="radio"/> E | G | F | NI |
| > Closing | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Overall Performance of my Loan Officer | <input checked="" type="radio"/> E | G | F | NI |

2 Appraiser Performance

- | | | | | |
|---|------------------------------------|---|---|----|
| <input type="checkbox"/> Courteous and Professional | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Promptness | <input checked="" type="radio"/> E | G | F | NI |

3 Closing Agent Performance (if referred by CFC)

- | | | | | |
|---|------------------------------------|---|---|----|
| <input type="checkbox"/> Courteous and Professional | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Promptness | <input checked="" type="radio"/> E | G | F | NI |

4 Choice Finance Corporation Overall Rating

- | | | | | |
|--|------------------------------------|---|--------------------------------------|----|
| <input type="checkbox"/> I will call CFC FIRST for my next financing transaction | | | <input checked="" type="radio"/> Yes | No |
| <input type="checkbox"/> I will recommend CFC to my family and friends | | | <input checked="" type="radio"/> Yes | No |
| <input type="checkbox"/> OVERALL PERFORMANCE OF CHOICE FINANCE CORP. | <input checked="" type="radio"/> E | G | F | NI |

How did we do? We would like to hear your thoughts - please comment:

How did you find us? (i.e. referral, ad, etc.)

May we use you as a reference?

May we use your comments in future marketing?

Would you like a copy of your appraisal?

Steve Jacobs is my loan

Yes No
 Yes No
 Yes No

officer since

 Signature

 Date

1994

1987
1st house in 1987
2nd Condo in 1991
Refinance in 1993

CHOICE FINANCE CORPORATION

Service Evaluation

Virginia K. Verdi
~~_____~~
Bethesda, MD 20817

Loan Officer: Steve Jacobs

To continuously provide the highest quality service, Choice Finance Corporation would appreciate your assessment of our performance as well as the performance of the other real estate professionals that assisted during this transaction. We hope that you were completely satisfied with your loan process. Thank you for taking the time to complete this evaluation.

Please circle (E)xcellent, (G)ood, (F)air, (NI)Needs Improvement

1. Loan Officer's Performance

- | | | | | |
|---|-----|---|---|----|
| <input type="checkbox"/> Knowledge of loan programs | (E) | G | F | NI |
| <input type="checkbox"/> Courteous and helpful | (E) | G | F | NI |
| <input type="checkbox"/> Responsive -- prompt return of calls | (E) | G | F | NI |
| <input type="checkbox"/> Explanation of the loan process | (E) | G | F | NI |
| > Application | (E) | G | F | NI |
| > Underwriting | (E) | G | F | NI |
| > Approval | (E) | G | F | NI |
| > Closing | (E) | G | F | NI |
| <input type="checkbox"/> Overall Performance of my Loan Officer | (E) | G | F | NI |

2. Appraiser Performance

- | | | | | |
|---|-----|---|---|----|
| <input type="checkbox"/> Courteous and Professional | (E) | G | F | NI |
| <input type="checkbox"/> Promptness | (E) | G | F | NI |

3. Closing Agent Performance (if referred by CFC)

- | | | | | |
|---|-----|---|---|----|
| <input type="checkbox"/> Courteous and Professional | (E) | G | F | NI |
| <input type="checkbox"/> Promptness | (E) | G | F | NI |

4. Choice Finance Corporation Overall Rating

- | | | | | |
|--|-----|---|-------|----|
| <input type="checkbox"/> I will call CFC FIRSI for my next financing transaction | | | (Yes) | No |
| <input type="checkbox"/> I will recommend CFC to my family and friends | | | (Yes) | No |
| <input type="checkbox"/> OVERALL PERFORMANCE OF CHOICE FINANCE CORP | (E) | G | F | NI |

How did we do? We would like to hear your thoughts -- please comment:

May we use you as a reference?

(Yes) No

May we use your comments in future marketing?

(Yes) No

Would you like a copy of your appraisal?

(Yes) No

 Signature

 Date

CHOICE FINANCE CORPORATION

Service Evaluation

Jarvis & Florence Newsome
[REDACTED]

Loan Officer Greg Darlin

Alexandria, VA 22315

To continuously provide the highest quality service, Choice Finance Corporation would appreciate your assessment of our performance as well as the performance of the other real estate professionals that assisted during this transaction. We hope that you were completely satisfied with your loan process. Thank you for taking the time to complete this evaluation.

Please circle (E)xcellent, (G)ood, (F)air, (NI)Needs Improvement

1 *Loan Officer's Performance*

- | | | | | |
|---|-----|---|---|----|
| <input type="checkbox"/> Knowledge of loan programs | (E) | G | F | NI |
| <input type="checkbox"/> Courteous and helpful | (E) | G | F | NI |
| <input type="checkbox"/> Responsive – prompt return of calls | (E) | G | F | NI |
| <input type="checkbox"/> Explanation of the loan process | (E) | G | F | NI |
| > Application | (E) | G | F | NI |
| > Underwriting | (E) | G | F | NI |
| > Approval | (E) | G | F | NI |
| > Closing | (E) | G | F | NI |
| <input type="checkbox"/> Overall Performance of my Loan Officer | (E) | G | F | NI |

100%

2 *Appraiser Performance*

- | | | | | |
|---|-----|---|---|----|
| <input type="checkbox"/> Courteous and Professional | (E) | G | F | NI |
| <input type="checkbox"/> Promptness | (E) | G | F | NI |

8

3 *Closing Agent Performance (if referred by CFC)*

- | | | | | |
|---|-----|---|---|----|
| <input type="checkbox"/> Courteous and Professional | (E) | G | F | NI |
| <input type="checkbox"/> Promptness | (E) | G | F | NI |

8

4 *Choice Finance Corporation Overall Rating*

- | | | | | |
|--|-----|---|---|----|
| <input type="checkbox"/> I will call CFC FIRST for my next financing transaction | (E) | G | F | NI |
| <input type="checkbox"/> I will recommend CFC to my family and friends | (E) | G | F | NI |
| <input type="checkbox"/> OVERALL PERFORMANCE OF CHOICE FINANCE CORP | (E) | G | F | NI |

8

How did we do? We would like to hear your thoughts – please comment:

great job

How did you find us? (i.e. referral, ad, etc.)

Adel

- May we use you as a reference? (Yes) No
- May we use your comments in future marketing? (Yes) No
- Would you like a copy of your appraisal? (Yes) No

Signature

Date

CHOICE FINANCE CORPORATION

Service Evaluation

Scott + Esmeralda Wyle
[Redacted]
Fulton, Nd 20759

Loan Officer Greg Darlin

To continuously provide the highest quality service, Choice Finance Corporation would appreciate your assessment of our performance as well as the performance of the other real estate professionals that assisted during this transaction. We hope that you were completely satisfied with your loan process. Thank you for taking the time to complete this evaluation.

Please circle (E)xcellent, (G)ood, (F)air, (NI)Needs Improvement

1 Loan Officer's Performance

- | | | | | |
|---|-----|---|---|----|
| <input type="checkbox"/> Knowledge of loan programs | (E) | G | F | NI |
| <input type="checkbox"/> Courteous and helpful | (E) | G | F | NI |
| <input type="checkbox"/> Responsive - prompt return of calls | (E) | G | F | NI |
| <input type="checkbox"/> Explanation of the loan process | (E) | G | F | NI |
| > Application | (E) | G | F | NI |
| > Underwriting | (E) | G | F | NI |
| > Approval | (E) | G | F | NI |
| > Closing | (E) | G | F | NI |
| <input type="checkbox"/> Overall Performance of my Loan Officer | (E) | G | F | NI |

2 Appraiser Performance

- | | | | | |
|---|-----|---|---|----|
| <input type="checkbox"/> Courteous and Professional | (E) | G | F | NI |
| <input type="checkbox"/> Promptness | (E) | G | F | NI |

3 Closing Agent Performance (if referred by CFC)

- | | | | | |
|---|-----|---|---|----|
| <input type="checkbox"/> Courteous and Professional | (E) | G | F | NI |
| <input type="checkbox"/> Promptness | (E) | G | F | NI |

4 Choice Finance Corporation Overall Rating

- | | | | | |
|---|-------|----|---|----|
| <input checked="" type="checkbox"/> I will call CFC FIRSI for my next financing transaction | (Yes) | No | | |
| <input checked="" type="checkbox"/> I will recommend CFC to my family and friends | (Yes) | No | | |
| <input type="checkbox"/> OVERALL PERFORMANCE OF CHOICE FINANCE CORP. | (E) | G | F | NI |

How did we do? We would like to hear your thoughts -- please comment:

This was the fastest loan approval and process we've ever had! As a former loan officer I was truly impressed.

How did you find us? (i.e. referral, ad, etc.)

May we use you as a reference?

May we use your comments in future marketing?

Would you like a copy of your appraisal?

referral

(Yes)	No
(Yes)	No
(Yes)	No

Signature [Redacted]

Date [Redacted]

CHOICE FINANCE CORPORATION

Service Evaluation

William + Jacquelyn Bell
~~XXXXXXXXXXXX~~
 Alexandria, VA 22310

Loan Officer Greg Darlin

To continuously provide the highest quality service, Choice Finance Corporation would appreciate your assessment of our performance as well as the performance of the other real estate professionals that assisted during this transaction. We hope that you were completely satisfied with your loan process. Thank you for taking the time to complete this evaluation.

Please circle (E)xcellent, (G)ood, (F)air, (NI)Needs Improvement

1 Loan Officer's Performance

- | | | | | |
|---|------------------------------------|---|---|----|
| <input type="checkbox"/> Knowledge of loan programs | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Courteous and helpful | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Responsive – prompt return of calls | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Explanation of the loan process | <input checked="" type="radio"/> E | G | F | NI |
| > Application | <input checked="" type="radio"/> E | G | F | NI |
| > Underwriting | <input checked="" type="radio"/> E | G | F | NI |
| > Approval | <input checked="" type="radio"/> E | G | F | NI |
| > Closing | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Overall Performance of my Loan Officer | <input checked="" type="radio"/> E | G | F | NI |

2 Appraiser Performance

- | | | | | |
|---|-------------------------------------|---|---|----|
| <input type="checkbox"/> Courteous and Professional | <input checked="" type="radio"/> NI | G | F | NI |
| <input type="checkbox"/> Promptness | <input checked="" type="radio"/> E | G | F | NI |

3 Closing Agent Performance (if referred by CFC)

- | | | | | |
|---|------------------------------------|---|---|----|
| <input type="checkbox"/> Courteous and Professional | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Promptness | <input checked="" type="radio"/> E | G | F | NI |

4 Choice Finance Corporation Overall Rating

- | | | | | |
|--|------------------------------------|--------------------------------------|----|----|
| <input type="checkbox"/> I will call CFC FIRSI for my next financing transaction | | <input checked="" type="radio"/> Yes | No | |
| <input type="checkbox"/> I will recommend CFC to my family and friends | | <input checked="" type="radio"/> Yes | No | |
| <input type="checkbox"/> OVERALL PERFORMANCE OF CHOICE FINANCE CORP. | <input checked="" type="radio"/> E | G | F | NI |

How did we do? We would like to hear your thoughts – please comment:

Greg was patient with my old finance company, he did everything possible to make sure that the refinancing would go as planned. Unfortunately my old finance Co. wouldn't cooperate, but Greg found a way to make everything turn out OK. Greg did an excellent job. I would like to thank Greg for helping me get away from a bad mortgage Co. into a good mortgage Co. - Thanks Julie Bell

How did you find us? (i.e. referral, ad, etc.)

Internet

- | | | |
|---|--------------------------------------|----|
| May we use you as a reference? | <input checked="" type="radio"/> Yes | No |
| May we use your comments in future marketing? | <input checked="" type="radio"/> Yes | No |
| Would you like a copy of your appraisal? | <input checked="" type="radio"/> Yes | No |

Signature [Redacted]

Date 11/11

CHOICE FINANCE CORPORATION

Service Evaluation

The Burdick's/Blair
Westminster, Md 21157

Loan Officer Greg Darlin

To continuously provide the highest quality service, Choice Finance Corporation would appreciate your assessment of our performance as well as the performance of the other real estate professionals that assisted during this transaction. We hope that you were completely satisfied with your loan process. Thank you for taking the time to complete this evaluation.

Please circle (E)xcellent, (G)ood, (F)air, (NI)Needs Improvement

1. Loan Officer's Performance

- | | | | | |
|---|------------------------------------|---|------------------------------------|----|
| <input type="checkbox"/> Knowledge of loan programs | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Courteous and helpful | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Responsive – prompt return of calls | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Explanation of the loan process | <input checked="" type="radio"/> E | G | F | NI |
| > Application | <input checked="" type="radio"/> E | G | F | NI |
| > Underwriting | <input checked="" type="radio"/> E | G | F | NI |
| > Approval | <input checked="" type="radio"/> E | G | F | NI |
| > Closing | <input type="radio"/> E | G | <input checked="" type="radio"/> F | NI |
| <input type="checkbox"/> Overall Performance of my Loan Officer | <input checked="" type="radio"/> E | G | F | NI |

2. Appraiser Performance

- | | | | | |
|---|------------------------------------|---|---|----|
| <input type="checkbox"/> Courteous and Professional | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Promptness | <input checked="" type="radio"/> E | G | F | NI |

3. Closing Agent Performance (if referred by CFC)

- | | | | | |
|---|------------------------------------|---|------------------------------------|----|
| <input type="checkbox"/> Courteous and Professional | <input checked="" type="radio"/> E | G | <input checked="" type="radio"/> F | NI |
| <input type="checkbox"/> Promptness | <input type="radio"/> E | G | <input checked="" type="radio"/> F | NI |

4. Choice Finance Corporation Overall Rating

- | | | | | |
|--|--------------------------------------|----|---|----|
| <input type="checkbox"/> I will call CFC FIRST for my next financing transaction | <input checked="" type="radio"/> Yes | No | | |
| <input type="checkbox"/> I will recommend CFC to my family and friends | <input checked="" type="radio"/> Yes | No | | |
| <input type="checkbox"/> OVERALL PERFORMANCE OF CHOICE FINANCE CORP. | <input checked="" type="radio"/> E | G | F | NI |

How did we do? We would like to hear your thoughts – please comment:

I was not impressed with the settlement
Title Company. Closing had to be done
an hour and a half late due to their
inability to do things in a timely matter. Other
than that I was very satisfied with the process.

How did you find us? (i.e. referral, ad, etc.)

- | | | |
|---|--------------------------------------|----|
| May we use you as a reference? | <input checked="" type="radio"/> Yes | No |
| May we use your comments in future marketing? | <input checked="" type="radio"/> Yes | No |
| Would you like a copy of your appraisal? | <input checked="" type="radio"/> Yes | No |

referral

Signature

Date